



Xpedition Support Services

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Support Manager

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Welcome to Xpedition Support

Dynamics 365 Support

As a Microsoft Dynamics Gold Partner with over 15 years' experience of supporting Microsoft Dynamics systems, Xpedition has encountered most issues and has the expertise to resolve them. This experience, coupled with a Microsoft Partner Support Agreement, helps ensure that all potential eventualities are covered.

Highlights of the Xpedition Support Service include:

- Support Desk manned by Microsoft Certified professionals
- Unlimited number of calls
- Expert support from a Microsoft Gold Partner
- Response to critical P1s in less than 60 minutes guaranteed
- SLAs in line with Microsoft's
- Support of all versions of Dynamics 365 including 2011 & version 4.0
- Support of both cloud-based and on-premise systems
- Systems supported via remote access VPN, Webex or site visit if required
- Cloud based Dynamics 365 Portal for client case logging in addition to email and phone support
- Monthly reporting for Advantage Plus customers plus
- Quarterly Support Reviews
- Call-off days included to be used for training or consultancy
- Dedicated Dynamics 365 project manager

What our customers say about us

“The Xpedition helpdesk provides the best applications support I have experienced. The team is responsive, knowledgeable, helpful and thorough.”

**Richard Howell, Senior Vice President, IT,
American Institute for Foreign Study.**

“Xpedition have a great response time. They always make us a priority and issues are dealt with swiftly. I like that the solutions are explained clearly, often so that I can implement the changes immediately myself. Really grateful for their continued support.”

**Katy Yücel, Marketing Director,
Camp America.**

“I have confidence using the support desk as the response is quick and they’re always happy to help, whether it’s a big problem or something smaller.

Along with our project manager, the support team always manage to figure out the best solution for our business. Whether by email or phone, communications are professional, quick and effective.”

**Dennis.Jankowski, Senior Manager Risikomanagement & Internes Kontrollsystem,
Deutsche Beteiligungs AG**

Our work with Xpedition’s Helpdesk has been second to none. Their responses are very prompt, clear and coherent. They are always very happy to help and to make sure we understand what the issue was.

We appreciate the Helpdesk’s customer service and rely on their professionalism.

Thank you 😊

**Dana Wizman Danan, CRM Executive and Nikki Del Vecchio CTO Administrator
BKL, Chartered Accountants & Tax Advisers**

Exceeding Expectations

Response time for P1 cases



79 % of all P1s in the last 12 months were responded to in less than 30 minutes.

Average response time for all P1s in the last 2 years was 25 minutes.

Response time for P2 cases



100 % of all P2s in the last 12 months were responded to in less than 60 minutes.

Average response time for all P2s in the last 2 years was 48 minutes.

Support Call Prioritisation

When a support case is logged by any of the available channels, it will be assigned a priority. This priority will be agreed between the Support Desk consultant and the client. It is important that when logging an issue the client is clear about the impact the problem is having.

The priorities are:

Priority	Description	Examples
1	System down or unable to access data	Users cannot log into the system
2	Time-critical business function out of action or malfunctioning	Cannot process a Sales or Service request
3 – (Default)	Non time-critical business function out of action or malfunctioning	Cannot print management report
4	Other	Advice requested regarding configuration of a report /dashboard.

All support cases are placed into the Support queue and addressed in order of their priority and then by date, eldest first.

Support Call Service Levels (SLA)

Action	Priority 1	Priority 2	Priority 3	Priority 4
Response from knowledgeable support consultant who will commence work on diagnosing and solving the case within:	1 working hour	2 working hours	4 working hours	2 working days
Status updates within:	2 working hours	4 working hours	10 working hours	5 working days
Escalate to Support Manager within	2 working hours	4 working hours	1 working day	Not applicable
Endeavour To Resolve (Fix) within:	1 working day	2 working days	5 working days	Not applicable

About Xpedition

At Xpedition we guide your path to growth, through the implementation of intelligent cloud-based business applications. We help our clients to understand how technology can empower their business in real terms, and we deliver.

Previously known as TouchstoneCRM, and still a wholly owned subsidiary of the Touchstone Group, we offer so much more than CRM and business software. We deliver real business value through expert consultancy. We're known for our questioning nature and for challenging the status quo.

We succeed when you succeed, inspiring clients with insight led guidance. Our market leading expertise and industry knowledge will help your business to reach its goals.

We understand your industry. Our experts are passionate about sharing their knowledge, revitalising client experiences and improving operational efficiency. At Xpedition, we'll show you the way.

To learn more about Xpedition, visit:

www.xpedition.co.uk

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